

REAL LIFE PROSTHETICS™

Financial Policy and Procedures

FOR PATIENTS WITH INSURANCE

If you have covered benefits for Orthotic and Prosthetic (O&P) devices/services and Real Life Prosthetics (RLP) is a participant of your insurance company, we will be happy to submit a claim for you. Your insurance company will be billed at the time of delivery. Be advised that RLP will contact your insurance company (*when appropriate*) to verify eligibility and benefits for the device(s)/service(s) you require from us prior to proceeding with fabrication and delivery. If you have a deductible and/or co-pay, you will be responsible for a 50% deposit in order to proceed and the balance will be due at delivery. We accept cash, checks, Care Credit, American Express, MasterCard, and Visa.

Please realize that our professional services are provided to a person, not to an insurance company. The insurance company is responsible to the patient, and the patient is responsible to RLP. We cannot assume that an insurance company will pay all charges. However, we will make every effort to get your claim paid by filing it with all required documentation in a timely manner.

INSURANCE COVERAGE

You are responsible for providing RLP with ALL ACCURATE insurance coverage information that is effective during your treatment and at the time of delivery of any devices and/or services. If you fail to provide this information, you may be billed for and held responsible for paying any balance that RLP is unable to collect. You are also responsible to notify RLP of ANY CHANGES of insurance coverage or status.

SELF PAY (*not including workers compensation, charity...*)

If you have NO insurance coverage for our services and must pay out-of-pocket, we require a 50% deposit to proceed and the remaining balance due at delivery. Depending on the cost of the device(s)/service(s), we may arrange a payment plan that will fit your needs and ours.

If you have questions, we will be happy to discuss them with you. We value all our patients and will continue to provide you with our best professional care.

Real Life Prosthetics Staff

**FOR ADDITIONAL INFORMATION,
REFER TO THE “APPOINTMENT AND FUNDING PROCEDURES.”**

May 3, 2003
Updated February 8, 2006
Updated January 15, 2007
Updated February 2, 2011
Updated 2013
Updated 2023
Updated 2024